IT Open Forum

IT Services

Engineering 285/287
December 12th, 2013
Open Forum Q&A Instructions

• WebEx Users:
  • Recorded demos will play back through your computer speakers
  • To submit a question via WebEx, please use the Q&A panel in the bottom-right corner of your WebEx window.
  • The 'Ask' field should default to 'All Panelists', please be sure to send your questions to 'All Panelists', as questions sent to 'Host' or 'Presenter' will not be seen by the people monitoring the Q&A stream."

• WebEx Presentation with Q&A will be posted on its website after this event.
Agenda

- Introduction – John Briar
- System Status Page – TJ Morrigan
- Workstation Refresh Program – Mike Cook
- Jabber & Jabber Demo – Don Baker
- WiFi Update – Shai Silberman
Introduction

John Briar
System Status
TJ Morrigan
What is System Status?

- Project in development
- Application to communicate IT service availability
- Externally hosted service that allows users to subscribe to IT notifications via email and/or SMS messages
Current System

End User Features

- Real Time Updates
- Email, SMS, RSS
- Incident History

Management Features

- Scheduled Maintenance
- Create/Update Incidents
- ETA Service Impacts

SJSU System Status page (powered by StatusPage.io)
Future System

Consolidate Requirements (e.g. Personalized Notifications, Improved User Interface, Integration with monitoring systems etc.)

Update Current Solution, Incorporate Consolidated Requirements.

For input into this project, please mail your suggestions to Mitesh.Kini@sjsu.edu
Questions?
Workstation Refresh Program

Mike Cook
Remember when building your own workstation was cool?
What was a computer like in 2005?

**PC Gamer December 2005**

“Recommended Specs for Gamers”

- 3.2Ghz Pentium 4
- 1GB PC100 Ram
- “At least” 32GB IDE hard drive
- Radeon Video Card with 128MB Memory
- Windows 2000 or XP

**Price on eBay 12/11/2013**

- $2.25 Closing Tonight
- $3.05 Buy it now
- 1 cent, No Reserve, Free Shipping
- $14.00 Buy it now, Free Shipping
- Between $5 and $7
We’re modern, right?
Let’s look inside
Let’s look inside (cont.)
This month, lab coordinators helped complete a survey...

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Fall Semester President Mo announced we would be replacing lab machines…

- 166 Labs in all
- Supported by more than 25 IT Departments
- 1551 Lab machines not counting auxiliaries or MLK
  - 1365/1551 Lab Machines are > 3 years old
  - Some machines are > 10 years old
Workstation Refresh Program

567 Machines and 521 Monitors ordered this week!
Virtual Desktop Infrastructure - VDI
Workstation Refresh Program

What does it cost?
Workstation Refresh Program

What about Faculty and Staff computers?
Anything else I should know?
Questions?

More Info:
http://its.sjsu.edu/
Click Services
Click Workstation Refresh
Jabber & Jabber Demo

Don Baker
UC Jabber Screen
What do I need to get UC Jabber Installed?

- Cisco telephone
- Desktop or laptop with microphone
- A Camera is a great additional benefit
- Desktop technician will need to install the software
Jabber Video Home Screen
Requirements for Jabber Video

- Desktop or laptop (Mac or Windows)
- Camera and microphone
- Desktop technician to install the software
- You will find a link on the SJSU ITS web site that provides tested hardware that works with Jabber
What are the next steps (Techs)

- Training for the techs will occur in January 2014
- Client software for the suite of Jabber Clients will be made available during this same timeframe
- Online how-to install instructions will be on ITS web site
- End-user training will be made available
- End user manuals will be on the ITS web site
What are the next steps (Users)

• Request the service from your desktop technician
• End-user training will be made available contact Ryan Campbell (ryan.campbell@sjsu.edu)
• Jabber user manuals for Macs or Window PCs are on the SJSU ITS web site
• Note: The Jabber client is NOT compatible with Skype, Facetime or similar video products. Jabber uses industry standards based protocols.
• Contact the ISS Help Desk 408.924.1530 for assistance
WiFi Update
Shai Silberman
WiFi Update

WiFi Project Status

- In Progress: 21%, 39%
- Planned: 61%, 87%
- Complete: 18%, 13%
WiFi Deployment Acceleration

Decoupled Wifi from Building Network Upgrade

More than 2000 WAPs onsite

Working on nights and weekends
WiFi Update Schedule

October
- UPD/HR
- SSC
- Admin
- AS House

November
- IRC/DMH
- SU East
- WSQ
- SCI
- BBT
Winter Break Plans Dec/Jan

Housing

- Campus Village
- Joe West
- Classics

Campus Core Buildings
WiFi Update MLK Library

- Added 25 Access points
- Adding 10 Access points a week
- Today 85 Access points in MLK
- Alarms for high client counts decreased
WiFi Other Areas of Focus

Large Lecture Halls
- MD101
- WSG109
- ENG189
- More...

Rogue access points

Outdoor Wifi
History’s first wireless signal interference
Wifi Challenges

- Coverage vs Density
- Interference/Air Quality
- Building Architecture
- Hard to steer/stop the beam
- Wide range of devices
- Number of Rogue Devices
WiFi Websites

http://wifi.sjsu.edu

http://its.sjsu.edu/projects/project-wireless-network
More Questions?

• **System Status** – TJ Morrigan, Director Information Support Services – *TJ.Morrigan@sjsu.edu*

• **Workstation Refresh Program** – Mike Cook, ISO & Identity and Information Security Manager – *Mike.Cook@sjsu.edu*

• **Jabber & Jabber Demo** – Don Baker, Sr. Director Unified Communication Services – *Don.Baker@sjsu.edu*

• **Wireless Status** – Shai Silberman, Director Network Services *Shai.Silberman@sjsu.edu*